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2006

2007-2008 GUIDE

to the

MONTANA DEPARTMENT *of* PUBLIC HEALTH *and* HUMAN SERVICES

*"Improving and Protecting the Health,
Well-Being and Self-Reliance
of All Montanans."*

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2007-2008 GUIDE

to the

MONTANA DEPARTMENT
of **PUBLIC HEALTH**
and **HUMAN SERVICES**

NOVEMBER 2006
HELENA, MONTANA

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406-444-5622 • www.dphhs.mt.gov

ABOUT THE DEPARTMENT

The Montana Department of Public Health and Human Services (DPHHS) was created in 1995, when the Legislature consolidated state social service and health programs from the Departments of Social and Rehabilitation Services, Child and Family Services, Health and Environmental Sciences, and Institutions.

DPHHS is the largest single department in Montana state government, with more than 3,000 employees in Helena and throughout the state. Its total budget for the 2006-2007 biennium is about \$2.7 billion. Of that, about 71 percent will come from federal sources, 23 percent from the state general fund, and 6 percent from state special revenue funds.

The mission of DPHHS is to improve and protect the health, well being, and self-reliance of all Montanans. More specifically, DPHHS programs seek to achieve the following goals:



The Director's Office for DPHHS is located on the third floor of 111 North Sanders Street in Helena, a block east of the State Capitol. Department employees work at several other locations across the city.

- All children are wanted, safe, and living in healthy families.
- All Montanans are healthy and safe from injury and have access to high-quality health care.
- All Montanans, including the elderly and those with disabilities, have the tools they need to be as self-sufficient as possible.
- All Montanans can contribute to these goals through community giving and service.

These goals are accomplished through the efforts of the director's office and 11 divisions, each of which is featured separately in this guide. A partial list of department programs is included on page 47.



*DPHHS Director
Joan Miles*

The director of DPHHS is **Joan Miles**. She is responsible for overall department policy development, management, and coordination of programs. She directly supervises six of the department's 11 divisions.

Miles was appointed by Governor Brian Schweitzer in September 2005. She previously served 18 years with the Lewis and Clark City-County Health Department in Helena—the last 11 years as its director. Earlier in her career, she worked as a law clerk for the Montana Supreme Court and served two terms (1984-88) in the Montana Legislature as a representative of central Helena.

Miles has a bachelor's degree in medical technology from State University of New York at Albany, a master's degree in environmental studies from the University of Montana in Missoula, and a law degree from the University of the Pacific McGeorge School of Law in Sacramento. She is licensed to practice law in Montana and California.

John Chappuis was named deputy director of the department in August 2001. He fills in for the director in her absence and supervises all



*Deputy Director
John Chappuis*

business and financial matters of the department. He also is the state Medicaid director and supervises the five divisions that serve Medicaid clients.

Chappuis has administered Medicaid and fiscal programs for the state since 1980.

Other individuals on the Director's Office staff are:

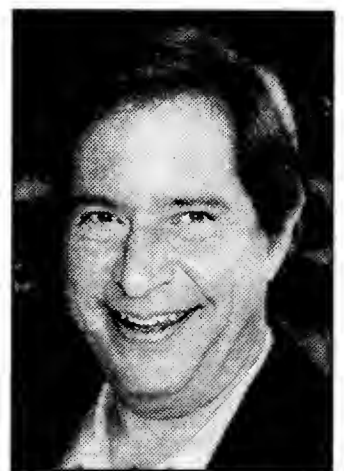
- **Russ Cater**, chief legal counsel;
- **Carol Seaman**, chief personnel officer;
- **Scott Sim**, chief of the Budget and Program Analysis Office;
- **Vicki Turner**, director of the Prevention Resource Center;
- **Gail Briese-Zimmer**, administrator of the Office of Planning, Coordination, and Analysis; and
- **Gayle Shirley**, public affairs officer.



Russ Cater



Carol Seaman



Scott Sim



Vicki Turner



Gail Briese-Zimmer



Gayle Shirley



Three divisions of DPHHS have offices in the Cogswell Building at 1400 Broadway in Helena, just southeast of the State Capitol.

DPHHS BY THE NUMBERS

Number of divisions	11
Total number of employees	3,063
Number of state institutions administered by DPHHS	6
Total biennial budget, 2006-2007	\$2,723,456,485
Percentage of state general fund dedicated to DPHHS	23.73%

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

ADDICTIVE & MENTAL DISORDERS DIVISION



Joyce DeCunzo

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MISSION

The mission of the Addictive and Mental Disorders Division (AMDD) is to implement and improve appropriate statewide systems of prevention, treatment, care, and rehabilitation for Montanans with mental disorders or drug or alcohol addictions.

SERVICES

The division provides chemical dependency and mental health services by contracting with behavioral health providers throughout Montana. It also provides services through three inpatient facilities: the Montana State Hospital in Warm Springs, Montana Chemical Dependency Center in Butte, and Montana Mental Health Nursing Care Center in Lewistown (see page 43). The Helena office of the AMDD is organized into three bureaus: Chemical Dependency, Mental Health Services, and Operations.

The Chemical Dependency Bureau assesses the need for chemical dependency treatment and prevention services throughout Montana. Those services are available in all 56 counties through contracts with 18 state-approved programs. The bureau reimburses for a full range of outpatient and inpatient services, as well as an education program for DUI offenders.

The bureau also organizes and funds activities designed to prevent

the use of alcohol, tobacco, and other drugs by youth and the abuse of those substances by adults. People with substance abuse disorders who have family incomes below 200 percent of the federal poverty level are eligible for public funding of treatment services. In addition, the Medicaid program funds outpatient and residential chemical dependency treatment services for adolescents and outpatient services for adults who are Medicaid eligible. The bureau funds services for nearly 1,600 Montanans each month.

The Mental Health Services Bureau is responsible for the development, implementation, operation, oversight, evaluation, and modification of the state's system for delivering and reimbursing publicly funded adult mental health services. The bureau develops, maintains, and revises administrative rules, policies, procedures, and systems necessary to ensure the availability and efficient delivery of appropriate and effective services. The bureau also provides extensive monitoring and oversight of program implementation and operation as well as analysis and reporting of program operations, costs, and outcomes.

Consumers eligible for services include adult Medicaid recipients and other low-income Montanans with severe disabling mental illness.

The Operations Bureau provides information services, program reporting, data management, contract services, procurement, and budget development for the division.

BUDGET AND STAFF

The AMDD budget for the 2006-2007 biennium is about \$181 million. The division employs about 570 people.



The Addictive and Mental Disorders Division of DPHHS is housed at 555 Fuller Avenue, in downtown Helena.

AMDD BY THE NUMBERS

Number of people in chemical dependency treatment	9,339
Number of adults getting mental health treatment through Medicaid	13,913

BFSD BY THE NUMBERS

Birth & death certificates issued online	136,230
Payments processed	691,586
Federal grants managed	158

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

BUSINESS & FINANCIAL SERVICES DIVISION



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Laurie Lamson

MISSION

The mission of the Business and Financial Services Division (BFSD) is to provide professional services in operational areas critical to the efficient and effective management of the department.

SERVICES

The division provides support services for the department, including financial and accounting oversight, cash management, preparation and filing of federal financial reports, purchasing supplies and equipment, payroll processing, accounts payable, institutional reimbursement, audit coordination, lease management, mail handling, management of vital records and statistics, property management, and records management. The division also provides leadership and guidance in the development and implementation of accounting policies and procedures and best business practices.

BUDGET AND STAFF

The budget for the division for the 2006-2007 biennium is about \$17 million. About half is from federal sources, 40 percent from the state general fund, and 10 percent from state special revenue funds.

About 80 full-time state employees work for the division.

CHILD & FAMILY SERVICES DIVISION



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Shirley K. Brown

MISSION

The mission of the Child and Family Services Division (CFSD) is to keep Montana's children safe and families strong.

SERVICES

The division provides state and federally mandated protective services to children who are abused, neglected, or abandoned. This includes receiving and investigating reports of child abuse and neglect, working to prevent domestic violence, helping families to stay together or reunite, and finding placements in foster or adoptive homes.

The division operates a toll-free child abuse hotline 24 hours a day, 7 days a week. **Centralized Intake** specialists screen calls, assess the level of risk to children, and prioritize reports of abuse, neglect, and abandonment according to the urgency with which social workers need to respond. The CI specialists then forward reports of suspected child abuse, neglect, or abandonment to social workers in county offices for investigation.

Social workers investigate reports and help parents find solutions to problems that may interfere with their children's safety. If the parents are amenable, the social workers can help the family get in-

home services, such as home management skill training, parenting education classes, modeling skills for parents, and supervised visitations. These can be provided directly by CFSD social workers or by private agencies on contract with the division. Division policy is to provide protective services to children in their own homes when it is possible to do so without risking their safety.

To help family members become involved in addressing the care and safety of their children, the division uses **Family Group Decision-making Meetings**. These meetings bring together family, friends, social workers, and service providers to share concerns, knowledge, and skills. They can be used throughout the child protective process—as a way to prevent removal of a child from the home, after the child is in foster care, to document family progress in improving the home setting, and to help identify permanent placements for a child.

If a social worker determines that a child is in immediate danger, the child may be placed outside the home, either permanently or temporarily. District court judges must approve all **out-of-home placements**.

Kinship care involves placing the child, whenever possible, with an extended family member, clan member, or tribal member. It provides the child with a safe and nurturing environment while preserving a family connection. When an out-of-home placement is necessary, social workers are required to first try to place the child with a non-custodial birth parent or with a member of the child's extended family.

Under the federal **Indian Child Welfare Act**, CFSD must do its best to place Indian children in settings that encourage connections with their tribal heritage. The act also requires that the child's tribe and parents get notice of all judicial proceedings.

CFSD family resource specialists recruit and license foster parents to provide substitute homes for children placed away from their parents or guardians. **Foster care** includes family foster care, group homes, shelter care, and residential facilities.

CFSD also licenses specialized and therapeutic family foster homes for children with special needs and child placement agencies, such as adoption agencies.

Ideally, the division tries to help improve parents' abilities to care for their children so that children who have been removed from their homes can return as soon as possible. **Reunification services** include Family Group Decision-making Meetings, counseling, parenting education classes, in-home services, mentoring, respite care, supervised visits, and transportation.

If a court determines that a child cannot be returned to birth or legal parents, a permanency team reviews the child's circumstances and identifies whether adoption, guardianship, placement with a relative, or another living arrangement is the best option.

Adoption is generally the permanency plan of choice when a court terminates parental rights, because adoption offers a child a lifetime link to a family. CFSD administers a subsidized adoption program for children with special needs.

Guardianship is an alternative when adoption is not considered to be the best option. Guardianship is a legal relationship that can only be established or dissolved by a court.

For children ages 16 to 21 who are making the transition from foster care to **independent living**, CFSD offers a number of services, including housing assistance, counseling, career guidance, education, transportation, money management skills, and financial stipends.

BUDGET AND STAFF

The CFSD budget for the 2006-2007 biennium is about \$112.1 million. The division gets about half of its budget from federal sources, 47 percent from the state general fund, and 3 percent from state special revenue funds.

The work of the division is accomplished by a staff of about 357 people. Sixty-three work out of three bureaus in the central office in Helena: Operations and Fiscal, Program, and Centralized Intake.

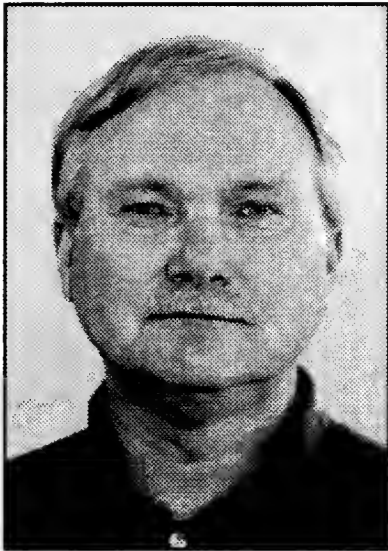
Field staff work in every county across the state under the direction of five regional administrators located in Billings, Great Falls, Helena, Miles City, and Missoula.

CFSD BY THE NUMBERS

Children receiving services from CFSD (monthly average)	5,000+
Abuse/neglect reports	15,161
Abuse/neglect investigations	8,905
Children entering state care	1,800
Children leaving state care	1,892
Children in foster care (as of 6-30-06)	2,092
Adoptions finalized	250
Families served by in-home programs	1,550
Extended families used for kinship placement	577

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

CHILD SUPPORT ENFORCEMENT DIVISION



Lonnie J. Olson

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MISSION

The mission of the Child Support Enforcement Division (CSED) is to diligently pursue and ultimately achieve financial and medical support of children by establishing, enforcing, and increasing public awareness of parental obligations.

SERVICES

The division provides federally mandated child support enforcement services. These include:

- Locating absent parents;
- Establishing paternity;
- Establishing financial and medical support orders;
- Enforcing current and past-due child support;
- Offering medical and spousal support; and
- Modifying child support orders.

Administrative decisions of the division can be appealed through judicial review by a district court.

Individuals who receive public assistance under the Temporary Assistance to Needy Families (TANF) program are automatically referred to CSED. Support owed to the family is automatically

assigned to the state as a condition of TANF. When the child support is collected, it is used to reimburse the state and federal governments for welfare benefits paid to the family.

Individuals who do not receive public assistance may apply for division services. In non-TANF cases, child support collections are forwarded to the custodial party. Other states refer cases to Montana for action when a non-custodial parent lives in Montana.

CSED also collects parental contributions to the state for foster care placements.

Regular child support collections help TANF families make the transition from welfare dependency to self-sufficiency and help non-TANF families maintain their economic self-sufficiency. Requiring obligated parents to provide medical support coverage for their children saves Medicaid dollars and ensures that children have access to medical care.

BUDGET AND STAFF

The budget for CSED in the 2006-2007 biennium is about \$20 million. The federal government reimburses the division for 66 percent of the costs associated with genetic testing for paternity and all other administrative expenses. The remainder of CSED funding comes from the state special revenue fund and the state general fund.

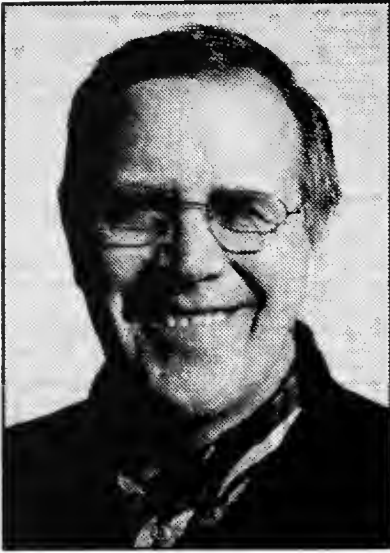
The division's work is accomplished by about 168 staff members in six bureaus: Administrative Services, Field Services, Program and Training, Legal Services, Budget, and the Office of the Administrative Law Judge (OALJ). Central program administration, the OALJ, and the Interstate Regional Office are located in Helena. Four additional regional offices are located in Butte, Billings, Great Falls, and Missoula.

CSED BY THE NUMBERS

Child support collected	\$59,214,498
Paternities established	1,229
Child support orders established	1,845
Payments processed	374,176
Medicaid dollars saved (by enforcing parental obligations to provide medical coverage)	\$4.6 million
Total number of cases (as of 9-30-06)	40,098

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

DISABILITY SERVICES DIVISION



Joe Mathews

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MISSION

The mission of the Disability Services Division (DSD) is to provide services that assist Montanans with disabilities to live, work, and participate in their communities.

SERVICES

DSD provides or contracts to provide a wide variety of services for Montanans of all ages who have physical, mental, or developmental disabilities. This includes those who are blind, visually impaired, deaf, or hard of hearing, as well as those who have suffered traumatic brain injuries.

Services are provided through four primary programs: Vocational Rehabilitation, Developmental Disability, Disability Determination, and Montana Telecommunications Access. The division also administers the Montana Developmental Center in Boulder (see page 43).

Among the services DSD provides are institutional care, residential services, community support, home-based services for families, case management, and telephone relay service and equipment.

The **Developmental Disabilities Program** provides care and support to individuals of all ages who have developmental disabilities and their families. The focus of the program is to tailor care to the individual and provide it in a natural environment.

Through its **Vocational Rehabilitation Program**, DSD provides a wide variety of employment-related services, such as:

- Career counseling;
- Career training;
- Transportation;
- Adaptive equipment;
- Orientation and mobility services to the blind;
- Rehabilitation teaching services to the blind;
- Independent living services;
- Medical services;
- Job placement services; and
- Supported employment.

The **Disability Determination Program** of DSD is responsible for medical adjudication of all claims for Social Security Disability and Supplemental Security Income. The program is ranked in the top 10 percent of such programs nationally for accuracy and number of claims processed.

The **Telecommunications Access Program** makes communication by telephone simple, dependable, and convenient for people who have difficulty using a standard phone. It enables standard telephone users to communicate with people who are deaf, hard of hearing, or speech disabled through the use of text telephones or other assistive telephone devices.

BUDGET AND STAFF

The budget for DSD in the 2006-2007 biennium is about \$260 million. Funding for DSD is a complex mixture of federal and state funds. The Disability Determination Program is totally funded by the federal government. The Montana Developmental Center is funded through the state general fund but is reimbursed by Medicaid for some services. The Vocational Rehabilitation Program receives about 79 percent of its funding from the federal government and 21

percent from the state, while the Developmental Disabilities Program gets 60 percent of its funding from the federal government and the remaining 40 percent from the state. The Montana Telecommunications Access Program is financed through a state special revenue fund.

The division has a staff of about 590 people, about 365 of whom work at the Montana Developmental Center. The Developmental Disabilities Bureau and the Vocational Rehabilitation Program have offices in Billings, Bozeman, Butte, Glasgow, Great Falls, Helena, Kalispell, Miles City, and Missoula. The Vocational Rehabilitation Program also has offices in Havre and Warm Springs.

DSD BY THE NUMBERS

Individuals receiving DD services (as of 9-30-06)	4,086
Individuals on waiting list to receive DD services	471
Individuals employed with help of Vocational Rehabilitation Program	909
Individuals receiving telecommunications access services	744

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

HEALTH RESOURCES DIVISION



Mary Dalton

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MISSION

The role of the Health Resources Division (HRD) is to administer health-care programs that serve low- to moderate-income and disabled Montanans.

SERVICES

The division provides administration, policy development, and reimbursement for the primary and acute care portions of the Medicaid program. It also provides coverage for children's mental health services and health insurance for children through the Children's Health Insurance Plan (CHIP). The division serves as the conduit for the federal government to distribute Indian Health Service funds. And HRD operates Big Sky Rx, a premium assistance program for low- to moderate-income Montanans eligible for Medicare Part D pharmacy benefits.

The Acute Services Bureau manages the Medicaid programs for home infusion therapy, dental services, durable medical equipment, school-based services, eyeglasses, prescription drugs, and transportation. The bureau also administers Big Sky Rx.

The Children's Mental Health Bureau is responsible for planning, operating, coordinating, and ensuring quality in the state's publicly funded mental health services for children and adolescents. Services are primarily funded through Medicaid.

The Health Resources Bureau is responsible for maintaining the health care service-delivery systems for the Children's Health Insurance Plan (CHIP). In October 2006, CHIP became a self-insured program, and the state assumed additional duties. CHIP had previously been fully insured through a contract with a private insurer.

The Hospital and Clinical Services Bureau manages the Medicaid inpatient and outpatient hospital services, ambulatory surgical centers, freestanding dialysis clinics, federally qualified health centers, rural health clinics, and critical access hospitals. This bureau also administers the Indian Health Services program and the state-funded end-stage renal disease program.

The Managed Care Bureau manages the Medicaid programs for services provided by physicians, mid-level practitioners, podiatrists, laboratories, chiropractors, respiratory therapists, and nutritionists. The Montana Medicaid primary-care case-management program is known as PASSPORT to Health.

The bureau also manages the Disease Management and Nurse First programs, which provide help to Medicaid recipients who have chronic conditions, such as diabetes, asthma, and heart disease. Through a telephone hotline, Nurse First also helps all Medicaid clients make appropriate decisions about the level of medical care they need in any given situation.

The **Fiscal Bureau** projects and monitors division expenditures, monitors contracts, and provides financial reporting services.

BUDGET AND STAFF

The budget for the division for the 2006-2007 biennium is about \$1.03 billion. About 73 percent is from federal sources, 20 percent from the state general fund, and 7 percent from state special revenue funds (primarily from tobacco settlement payments and the tobacco

tax). Most of the programs administered by the division are funded using matching formulas: the state provides some funds and these are matched at various rates by the federal government.

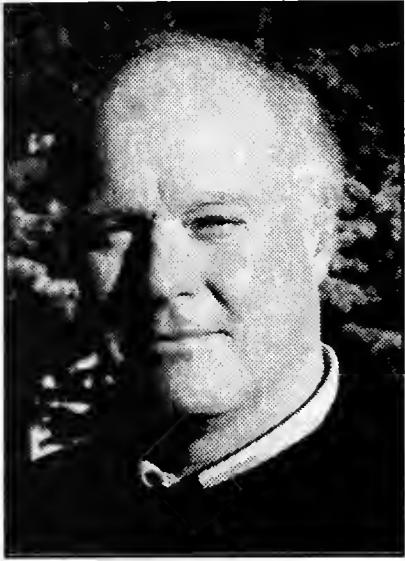
The division is staffed by about 80 people, most of whom work out of Helena. The division has five field staff.

HRD BY THE NUMBERS

Percentage of total DPHHS budget expended on Medicaid program	57.85%
Montanans covered by Medicaid at some point in FY 2006	119,285
Adults on Medicaid (monthly average)	34,185
Children on Medicaid (monthly average)	48,920
Elderly on Medicaid (monthly average)	7,134
American Indians on Medicaid (monthly average)	20,393
Children enrolled in CHIP (monthly average)	12,021
Children covered by CHIP at some point during FY 2006	14,304
Children receiving a mental health service at some point during FY 2006	9,551
Montanans covered by Big Sky Rx	3,071

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

HUMAN & COMMUNITY SERVICES DIVISION



Hank Hudson

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MISSION

The mission of the Human and Community Services Division (HCSD) is to support the strengths of families and communities by promoting employment and providing the assistance necessary to help families and individuals meet basic needs and work their way out of poverty.

SERVICES

The division provides cash assistance, employment training, food stamps, Medicaid, child care, meal reimbursement, nutrition training, energy assistance, weatherization, and other services to help families move out of poverty and toward self-support.

Cash assistance is funded by a federal block grant called **Temporary Assistance for Needy Families (TANF)**. The program provides monthly payments to low-income families and children who meet income and resource eligibility standards. The **Work Readiness Component (WoRC)** provides employment and training services to individuals receiving cash assistance.

The **Food Stamp Program** provides benefits to eligible families to supplement their food budget and increase their ability to buy

healthy foods. A **Food Stamp Nutrition Education Program**, operated jointly with Montana State University, teaches participants to use their food stamp benefits effectively.

The division determines eligibility for more than 38 **Medicaid** programs for children, pregnant women, the elderly, the disabled, and other eligible adults.

Through its **child-care programs**, HCSD helps low-income working and TANF families pay for child care so they can work or take advantage of training and educational opportunities that prepare them for work. It also helps child-care providers improve their quality of care by providing training incentives, mentoring, and grant programs.

The **Child and Adult Care Food Program (CACFP)** provides nutrition education and reimburses for meals served to children in child-care centers, family and group child-care homes, emergency shelters, and after-school and outside-school-hour facilities, as well as to adults in adult day-care facilities.

The **Head Start State Collaboration** project provides a vital link between Head Start and state programs to help build early childhood systems and access to comprehensive services and support for all low-income children.

The **Low Income Energy Assistance Program (LIEAP)** provides heating assistance to low-income people, while the **Weatherization Program** pays for materials to weatherize their homes and helps to install those materials.

Through its **Commodities Distribution Program**, HCSD delivers nutritional foods to Montana's Indian reservations, food banks, emergency-feeding organizations, and senior centers. It also provides monthly food packages to low-income women, children, and seniors.

The division administers a federal **Community Services Block Grant** to fund local projects aimed at addressing the causes of poverty, as well as a **Homeless Grant** to help local shelters and

Human Resource Development Councils provide lodging for individuals and families who are without, or at risk of being without, housing.

BUDGET AND STAFF

About 88 percent of the HCSD budget is funded by the federal government. The remainder is from the state general fund. The total budget for the 2006-2007 biennium is about \$457.1 million.

The work of the division is accomplished by about 450 employees working in four bureaus: Early Childhood Services, Public Assistance, Intergovernmental Human Services, and Fiscal. About 10 percent of the staff is in Helena. The remainder work in field offices in each of Montana's 56 counties. There are 12 resource and referral agencies across the state.

Contracted services are provided by Human Resource Development Councils, Job Service Workforce Centers, and a variety of nonprofit organizations.

HCSD BY THE NUMBERS

Average number of TANF cases per month	3,887
Average number of WoRC recipients per month	2,842
Average number of food stamp cases per month	35,357
Average number of Medicaid recipients per month	82,602
Meals served by Child & Adult Care Food Program	8,253,596
Low-income working families assisted with child care	6,294
Low-income homes weatherized	1,600
Households getting energy assistance	20,000
Food distributed through Food Commodity Program	8 million pounds

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

PUBLIC HEALTH & SAFETY DIVISION



Jane Smilie

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MISSION

The mission of the Public Health and Safety Division (PHSD) is to improve the health of Montanans to the highest possible level.

SERVICES

The division provides a wide range of services aimed at promoting healthy behavior, preventing and controlling communicable and chronic diseases, improving the public health system, and ensuring that the system is prepared to address all types of public health events and emergencies. The division operates two laboratories, one focusing on environmental health and the other on public health, including testing of newborn children.

Services are delivered primarily through local and tribal public health agencies, as well as private providers, clinics, hospitals, and other community-based organizations.

The Family and Community Health Bureau oversees programs aimed primarily at children, women, and families. These include maternal and child health, family planning, services for children with special health care needs, nutrition education, and supplemental food distribution for women, infants, and children.

The latter two services are provided through the Supplemental Nutrition for Women, Infants, and Children program (WIC).

The Communicable Disease Control and Prevention Bureau administers programs related to detection, control, and prevention of communicable, or infectious, diseases. These programs include immunizations, prevention and treatment of sexually transmitted diseases, food and consumer safety, and epidemiology.

The Chronic Disease Prevention and Health Promotion Bureau manages comprehensive planning and prevention efforts related to cancer, heart disease and stroke, diabetes, nutrition and physical activity, and traumatic injury. The bureau also licenses ground and air ambulance services and oversees the Montana Tobacco Use Prevention Program.

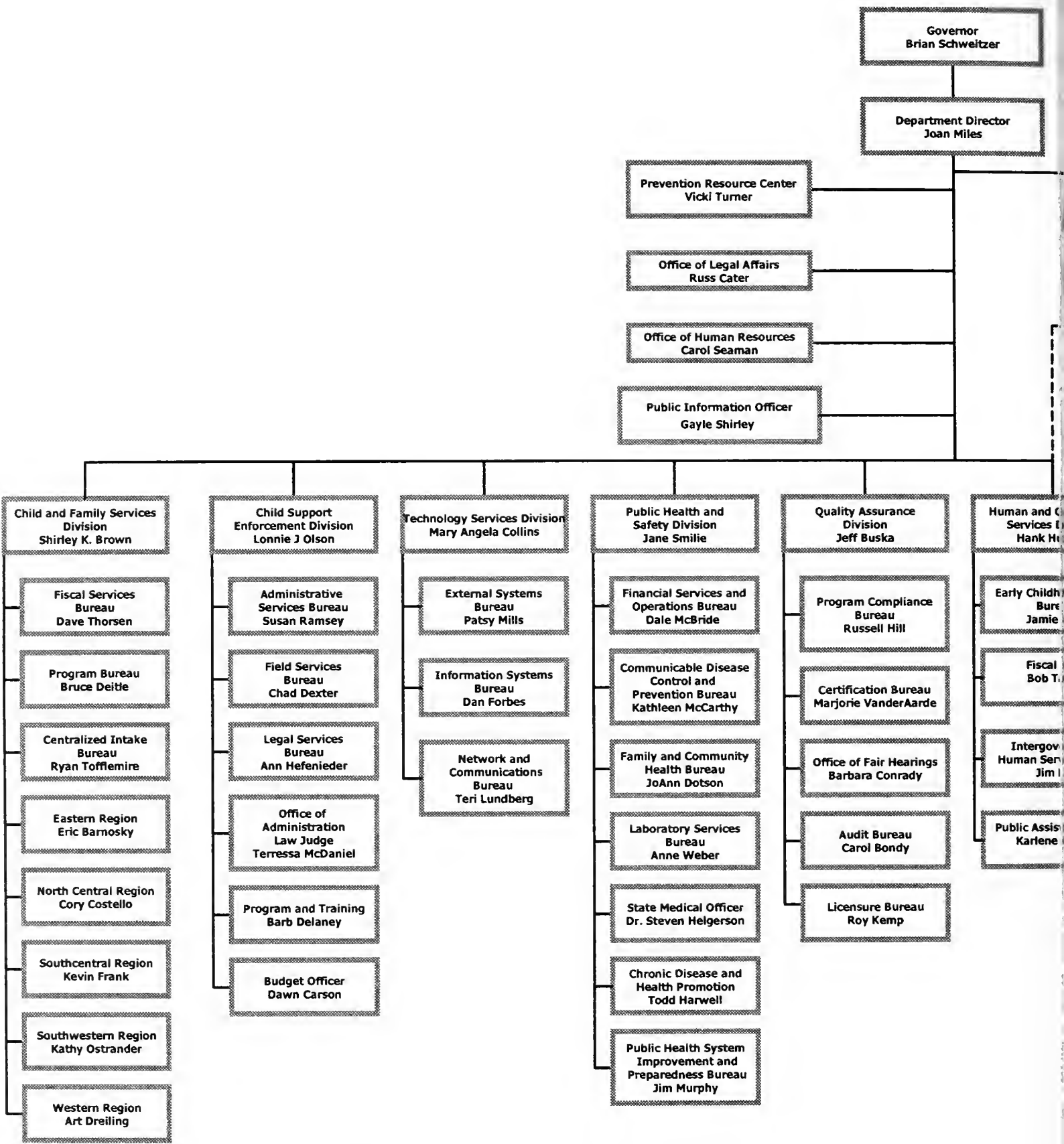
The Public Health System Improvement and Preparedness Bureau works across the division and in partnership with local and tribal health departments and others to improve Montana's public health system and ensure that it is prepared to address public health emergencies. The bureau is responsible for public health workforce development, information technology, and communication, as well as data support for state and local health planning efforts.

The Laboratory Services Bureau operates two laboratories and is financed primarily through fees charged for lab services. The Clinical Public Health Laboratory performs diagnostic testing in support of the department's communicable disease control programs, as well as screening of newborn children for inborn errors of metabolism. The lab also provides reference microbiological services to Montana hospitals and clinical labs. The Environmental Laboratory tests drinking water and analyzes other environmental samples, such as soil and air. It also inspects and certifies private industry labs in Montana that perform drinking water analysis.

BUDGET AND STAFF

The division budget for the 2006-2007 biennium is about \$130 million. Funding is a complex mix of federal and state revenues and fees, with about 78 percent coming from federal grants. The division employs about 170 people.

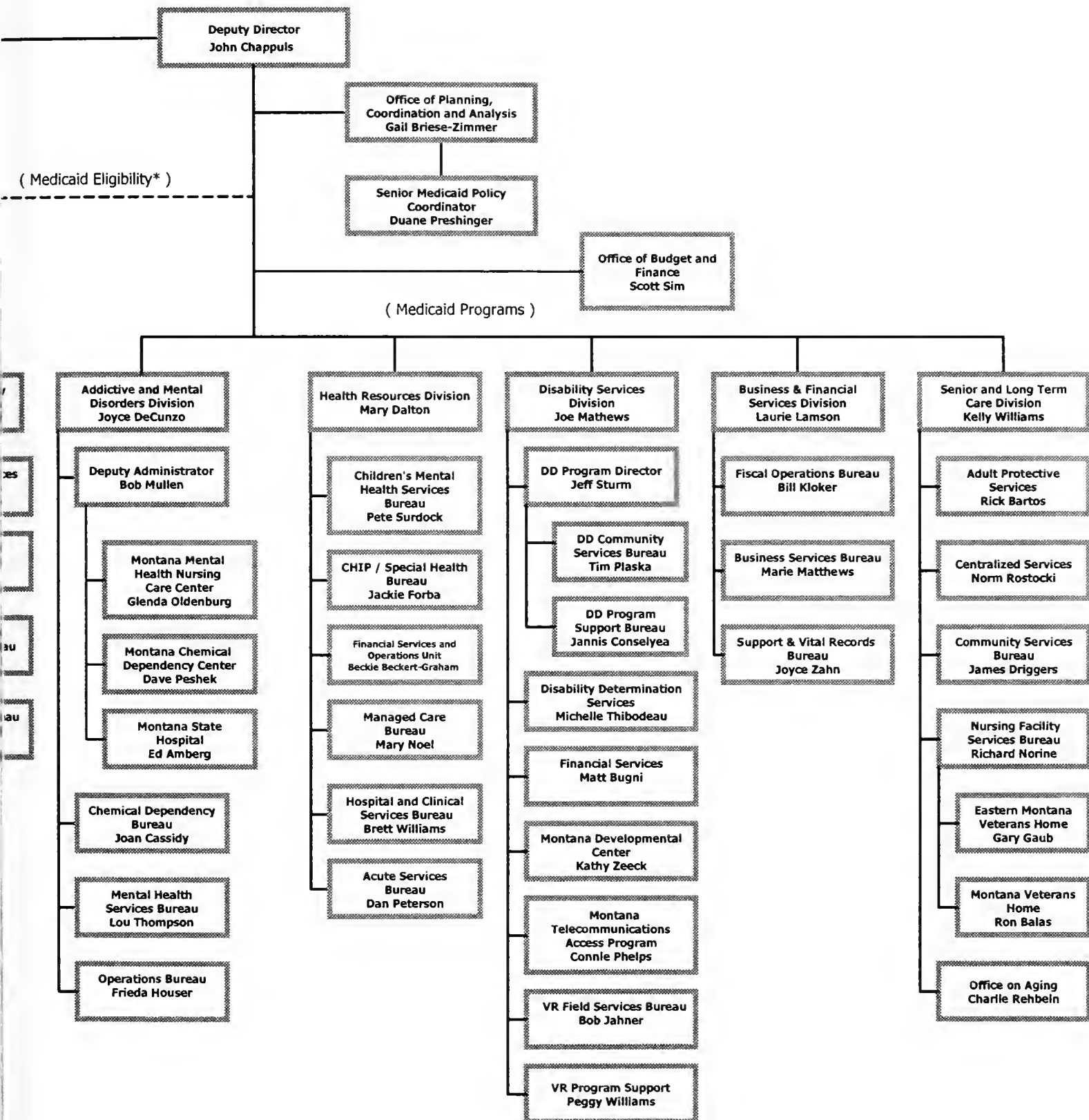
Department of Public Health
Organizational Chart



* Note: Medicaid Eligibility functions are under Deputy Director's supervision.

Health and Human Services

Organizational Chart by Bureau

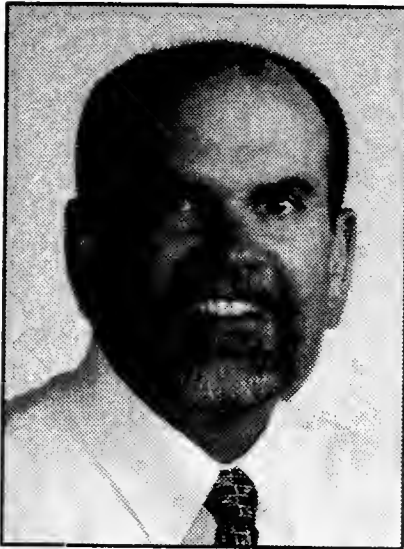


PHSD BY THE NUMBERS

Percent of toddlers visiting health-care facilities in 2005 who were adequately immunized	91.9%
Laboratory tests performed	169,377
Newborn screening tests performed	72,474
Cases of food-borne illness identified in 2005	693
Participants in school-based fluoride mouth rinse program in 2005	39,700
Calls to Tobacco Quit Line	5,187
Public accommodations licensed	1,602
Participants in WIC program (2005)	21,071
Unintended pregnancies prevented through direct services and education efforts (2005)	20,404
Smoke alarms installed free in households	2,374
Women screened for breast and cervical cancer	2,825

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

QUALITY ASSURANCE DIVISION



Jeff Buska

Administrator: Jeff Buska
Address: 2401 Colonial Drive
P.O. Box 202953
Helena, MT 59620-2953
Telephone: 406-444-2037
Fax: 406-444-3980
E-mail: jbuska@mt.gov

MISSION

The role of the Quality Assurance Division (QAD) is to protect the safety and well being of Montanans by monitoring and ensuring the integrity and cost-effectiveness of department programs.

SERVICES

The division fulfills its role by:

- Licensing, registering, and certifying health care, day care, and residential services;
- Detecting and investigating abusive or fraudulent practices within the Medicaid and food stamp programs and initiating recovery efforts;
- Reducing Medicaid costs by identifying other insurers or parties responsible for paying a beneficiary's medical expenses;
- Providing internal and independent audits for DPHHS programs;
- Providing independent fair hearings for clients and providers participating in DPHHS programs;
- Providing informal dispute resolution conferences for nursing facilities that dispute deficiency citations;
- Monitoring and evaluating health maintenance organizations (HMOs) for quality assurance and network adequacy;

- Maintaining a registry of certified nurse aides;
- Approving and monitoring training programs for nurse aides;
- Operating the Certificate of Need program; and
- Ensuring department compliance with the federal Health Information Portability and Accountability Act (HIPAA).

BUDGET AND STAFF

The division budget for the 2006-2007 biennium is about \$16.9 million. A combination of 11 different federal sources provides about 70 percent of QAD funding; the state provides the remaining 30 percent from the state general fund and special revenue accounts.

The division employs about 110 people; 30 are scattered among field offices in Anaconda, Billings, Bozeman, Butte, Great Falls, Havre, Hinsdale, Kalispell, Livingston, Miles City, and Missoula.

QAD BY THE NUMBERS

Medicaid dollars saved by identifying other insurance resources	\$94 million
Money recovered from liens, estates, and other sources	\$3 million
Money recovered in overpayments to public assistance clients	\$791,000
Health-care, residential, community residential and day-care facilities licensed	2,178
Facilities certified for Medicaid and Medicare participation	296
Independent hearing requests for clients and providers	1,171

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

SENIOR & LONG TERM CARE DIVISION



Kelly Williams

Administrator: Kelly Williams
Address: 111 North Sanders Street
P.O. Box 4210
Helena, MT 59604-4210
Telephone: 406-444-4077
Fax: 406-444-7743
E-mail: kewilliams@mt.gov

MISSION

The mission of the Senior and Long Term Care Division (SLTC) is to advocate and promote dignity and independence for older Montanans and Montanans with disabilities by:

- Providing information, education, and assistance;
- Planning, developing, and providing for quality long-term care services; and
- Operating within a cost-effective service delivery system.

SERVICES

The division administers aging services, adult protective services, and the state's two veterans' homes (see page 46). It also helps to fund care for elderly and disabled Montanans who are eligible for Medicaid and Supplemental Security Income (SSI).

The Office on Aging develops a state plan on aging and approves service delivery plans and programs developed by 10 Area Agencies on Aging located across Montana. Among the services provided by the area agencies are senior centers, Meals on Wheels, health services, transportation, home chore services, and information, referral, and assistance services. The Office on Aging houses the

Long-term Care Ombudsman, Elderly Legal Assistance, State Health Insurance, and Information, Assistance and Referral programs.

The Long-term Care Ombudsman is an advocate for all residents of long-term care facilities, especially nursing homes and personal care homes. The ombudsman can provide information or direct assistance related to the health, safety, and rights of residents.

The Elderly Legal Assistance Program provides training for seniors, family members, and others on elder-specific laws. The program develops pro-bono and local legal service referrals, training materials, and telephone assistance to seniors who have legal questions.

The State Health Insurance Program is a statewide source of program information for beneficiaries of Medicare, Medicaid, Medicare supplemental policies, long-term care insurance, and other health insurance benefits.

The Information, Assistance and Referral Program is a service designed to link Montana seniors, their family members, and caregivers with needed services. Eighty-two technicians work through the local Area Agencies on Aging to provide information about services, make proper referrals, and do public education and outreach within their communities.

The Adult Protective Services Program employs 37 social workers across the state whose duties include investigating allegations of abuse, neglect, and exploitation of the elderly and people with disabilities. They also arrange for and coordinate a variety of support services aimed at protecting vulnerable people from abuse, neglect, and exploitation.

The Medicaid Community Services Program administers personal assistance, skilled nursing care, home health aides, home dialysis attendants, and hospice care for elderly and disabled people eligible for Medicaid.

The Home and Community Based Services Program contracts with case managers in local communities to arrange for an array of in-home services that enable people in need of care to avoid a stay in a hospital or long-term care facility.

The Medicaid Nursing Facility Services Program pays for short- and long-term nursing care for individuals eligible for Medicaid. Sixty percent of nursing care beds in Montana is funded through Medicaid.

The State Supplemental Payments Program supplements the Social Security Supplemental Security Income (SSI) of eligible individuals who live in designated residential care facilities. These facilities include community homes for individuals with developmental or mental disabilities, group homes for individuals with severe disabilities, assisted living facilities, licensed foster homes, and transitional living homes.

BUDGET AND STAFF

The division budget for the 2006-2007 biennium is about \$456.6 million. The largest source of SLTC funding is the federal Medicaid program. The federal government pays about 70 percent of Medicaid expenditures, while the state pays the remaining 30 percent in matching funds. Other federal funding includes grants under the Older Americans Act and money to supplement nursing home care from the Department of Veterans Affairs. The two veterans' nursing homes in Montana are funded in part with money from the state cigarette tax. A portion of the division's program budget is also funded with tobacco tax revenue this biennium.

The division employs about 195 people, including staff at the two veterans' homes.

SLTC BY THE NUMBERS

Montanans over age 65 (in 2000)	13.4%
Montanans expected to be over age 65 by 2025	24.5%
Montana veterans over age 65	34.7%
Medicaid nursing home expenditures (FY2005)	\$135 million
Decline in nursing home occupancy in Montana in past 10 years	18%
Increase in licensed assisted-living facility beds in Montana, 1992-2001	383%
People served by personal care attendant program	About 3,100

Figures indicate totals for state fiscal year 2006 unless otherwise indicated.

TECHNOLOGY SERVICES DIVISION



Administrator: Mary Angela Collins

Address: 111 North Sanders Street

P.O. Box 4210

Helena, MT 59604-4210

Telephone: 406-444-9500

Fax: 406-444-1970

E-mail: mcollins@mt.gov

Mary Angela Collins

MISSION

The mission of the Technology Services Division (TSD) is to provide state-of-the-art support for information technology that is critical to the efficient and effective implementation of department programs.

SERVICES

TSD is made up of three bureaus. The **External Systems Bureau** uses outside contractors to develop and manage major data systems, including:

- **Montana Access**, an electronic benefit-transfer system for issuing food stamps and child-support payments. Participants use a card similar to a bank debit card.
- **SEARCHS**, a system for the enforcement and recovery of child support that automates financial management of child support collections, absent parent location, and paternity establishment.
- **TEAMS** and **CHIMES**, the economic assistance management systems that provide statewide, online eligibility determination for food stamps, TANF, and Medicaid.

- **CAPS**, a data management system for child protective services that captures the critical daily decisions made by social workers, managers, probation and parole officers at the county, regional and state levels.

The **Information Services Bureau** provides database management and internal system development. It also operates the Technology Services Center, a computer help desk for department employees. Systems developed and maintained by internal programmers include ISERV, PERQS, AWACS, MICRS (all financial systems) and TIER, a patient management system used at the Montana State Hospital and Montana Developmental Center.

The **Network and Communications Bureau** provides networking and desktop services to all agency employees.

BUDGET AND STAFF

The budget for TSD in the 2006-2007 biennium is about \$39.9 million. About 62 percent of the division's funding comes from federal sources, 33 percent from the state general fund, and 5 percent from state special revenue funds.

The work of the division is accomplished by about 83 full-time state employees and about 110 contract employees.

DIRECTORY OF DEPARTMENT INSTITUTIONS

The department oversees administration of six institutions located across the state. They are the Montana Chemical Dependency Center in Butte, Montana Developmental Center in Boulder, Montana Mental Health Nursing Care Center in Lewistown, Montana State Hospital in Warm Springs, Montana Veterans Home in Columbia Falls, and Eastern Montana Veterans Home in Glendive.

MONTANA CHEMICAL DEPENDENCY CENTER

2500 Continental Drive
Butte, MT 59701
406-496-5400

MCDC is the sole in-patient chemical dependency treatment facility administered by the state. It serves Montana residents 18 or older who have been diagnosed as having an addiction to drugs or alcohol or who suffer from both addiction and mental disorders. It provides detoxification and a full range of medically monitored treatments.

Patients are screened and referred for this level of care by licensed addiction counselors from state-approved, community-based outpatient and in-patient providers, and private practitioners.

MCDC is funded entirely with alcohol tax revenue. The facility provides 24-hour care to about 700 patients a year with a staff of about 55 people. The administrator is Dave Peshek, dpeshek@mt.gov.

MONTANA DEVELOPMENTAL CENTER

310 Fourth Avenue
P.O. Box 87
Boulder, MT 59632
406-225-4472

MDC is the only licensed intermediate-care facility in the state for individuals with mental retardation and/or developmental disabilities. The center provides a full array of services, including behavioral treatment, life skills, medical and psychological services, and habilitation services. MDC is licensed to serve 110 people; the current population is about 79.

Individuals must be committed to MDC by either civil or criminal courts. Commitments are governed by procedures established in state law and are based on a number of factors, including:

- Being a danger to oneself or others;
- Medical or behavioral problems so severe that community programs are inadequate; and
- Commission of a serious crime.

The center is funded from the state general fund and then is reimbursed by Medicaid for about 70 percent of the cost of most services. Medicaid does not reimburse for criminal commitments.

MDC employs about 325 people. The superintendent is Kathleen Zeeck, kzeeck@mt.gov.

MONTANA MENTAL HEALTH NURSING CARE CENTER

800 Casino Creek Road
Lewistown, MT 59457
406-538-7451

The Nursing Care Center provides long-term care and treatment for people who have mental disorders. There were 39 new admissions during fiscal year 2006. The average age of residents is 63.

The center has four units: Dementia/Alzheimer's, heavy care, intermediate care, and a locked unit for residents considered at risk of walking away.

The center has about 122 employees. The superintendent is Glenda Oldenburg, goldenburg@mt.gov.



Montana State Hospital was first established by the Territorial Legislature in 1877. The current facility was constructed in 2000.

MONTANA STATE HOSPITAL

300 Garnet Way
Warm Springs, MT 59756
406-693-7000

Montana State Hospital is the only publicly operated inpatient psychiatric hospital in the state. It provides treatment to adults who have serious mental illnesses and who are referred from hospitals, mental health programs, and district courts from across the state. All admissions are governed by procedures established in state law.

The hospital maintains 174 hospital beds licensed and certified by the U.S. Centers for Medicaid and Medicare Services (CMS), as well as 15 transitional care (group home) beds. A 20-bed unit that is not licensed was reopened in October 2005 to help ease overcrowding. The hospital also hired about 36 more people to handle the growing daily patient population, which increased from 185 patients in FY 2005 to 199 in FY 2006.

A total of 691 admissions were recorded in fiscal year 2006, an increase of 8 percent over 2005 admissions. Many other state hospitals across the country have reported an increasing demand for services. The hospital has about 405 employees, including those added in October 2005. The administrator is Ed Amberg, eamberg@mt.gov.

MONTANA VETERANS HOME

P.O. Box 250

Columbia Falls, MT 59912-0250

406-892-3256

The department provides skilled nursing care and related services to Montana veterans in two facilities: the Montana Veterans Home in Columbia Falls and Eastern Montana Veterans Home in Glendive.

The veterans' home in Columbia Falls has 90 beds for people needing intermediate/skilled care and 15 beds for patients suffering from Alzheimer's or dementia. The home also has a 12-bed live-in personal-care facility approved by the U.S. Department of Veterans' Affairs. The home is certified by Medicaid and Medicare.

About 120 staff members of the Senior and Long Term Care Division operate the home. Ron Balas, rbalas@mt.gov, is the superintendent.

EASTERN MONTANA VETERANS HOME

2000 Montana Avenue

Glendive, MT 59330

406-345-8855

The department contracts with a private provider to operate the Eastern Montana Veterans Home. The facility has 80 beds, 16 of which are designated for Alzheimer's or dementia care. Gary Gaub, emvh@midrivers.com, is the department's representative at the home.



Eastern Montana Veterans Home opened in 1995. In 2006, it expanded and remodeled its special-care unit for patients with Alzheimer's or dementia to meet a growing need for such care.

DIRECTORY OF DEPARTMENT PROGRAMS

The following is a list of programs administered by DPHHS. For general information, call 406-444-5622 or (TDD) 406-444-2590. You can visit the department's website at www.dphhs.mt.gov.

Adoption	406-444-5900
Adult Protective Services	406-444-5707
Aging Services	406-444-7788
AIDS/STD Hotline	800-233-6668
Antibiotic Resistance Awareness	406-444-4239
Asbestos Screening & Surveillance (Libby)	406-293-5060
Behavioral Risk Factor Surveillance	406-444-2973
Best Beginnings Child Care Scholarships	406-444-1788
Big Sky Rx	866-369-1233
Birth Certificates	888-877-1946
Blind & Low Vision Services	406-444-4183
	877-296-1197
Breast & Cervical Health	406-444-5442
Cancer Control	406-444-3624
Cancer Tumor Registry	406-444-6786
Cardiovascular Health	406-444-6677
Certificates of Need	406-444-9519
Chemical Dependency	406-444-3964
Chemical Dependency Center (Butte)	406-496-5400
Child Abuse Hotline	866-820-5437
Child & Adult Care Food Program	406-444-1788
Child Care	406-444-0309
Child Care Licensing	406-444-7770
Child Support Enforcement	406-444-9855
Children's Health Insurance Plan	406-444-6971
	877-543-7669
Children's Mental Health	406-444-3964

Children's Special Health	406-444-6971
	800-762-9891
Chronic Disease Prevention	406-444-1437
Communicable Disease Control	406-444-0272
Day Care Licensing	406-444-2012
Death Certificates	888-877-1946
Dental Health	406-444-0276
Developmental Disabilities Services	406-444-2995
Diabetes Prevention	406-444-6677
Disability Determination	406-444-3054
Early Childhood Services	406-444-1788
Elder Abuse Hotline	800-551-3191
Elderly Legal Assistance	406-444-7783
Emergency Medical Services	406-444-4460
Emergency Preparedness	406-444-4016
Energy Assistance	406-444-1788
Environmental Laboratory	406-444-2642
Epidemiology	406-444-0273
Estate Planning	800-332-2272
Family & Community Health	406-444-4572
Family Planning	406-444-3609
Food & Consumer Safety	406-444-2408
Food/Commodity Distribution	406-447-4262
Food Stamps	406-444-1788
	800-332-2272
Foster Care	406-444-5900
Health Facility Licensing	406-444-2676
Heart Disease	406-444-6677
HIV Treatment & Prevention	406-444-3565
Immunizations	406-444-5580
Independent Living Services	406-444-2590
Injury Prevention	406-444-4126
Licensing	406-444-2037
Living Wills	800-332-2272

Long-term Care Ombudsman	406-444-7785
Low Income Energy Assistance	406-444-1788
Maternal & Child Health	406-444-4572
Medicaid Fraud Hot Line	800-376-1115
Medicaid Consumer Help Line	800-362-8312
Medicaid Provider Relations	406-442-1837
	800-624-3958
Medicaid Transportation Approval	800-292-7114
Medical Marijuana	406-444-2676
Medicare Prescription Drug Premium Assistance	866-369-1233
Mental Health (Adults)	406-444-3964
Mental Health (Children)	406-444-4540
Montana Access Card	866-850-1556
Montana Chemical Dependency Center (Butte)	406-496-5400
Montana Developmental Center (Boulder)	406-225-4472
Montana Relay	800-833-8503
Montana State Hospital (Warm Springs)	406-693-7000
Newborn Screening	406-444-1216
Nurse Aide Registry	406-444-4980
Nurse First	406-444-1518
Nursing Home Services	406-444-4209
Nutrition	406-444-5533
	800-443-4298
Office of Fair Hearings	406-444-2470
Office on Aging	406-444-7788
	800-332-2272
Oral Health	406-444-0276
PASSPORT to Health	406-444-4148
Paternity Establishment	406-444-9855
	800-346-5437
Prevention Resource Center	406-444-3484
Public Health Laboratory	406-444-3444
Public Affairs Office	406-444-2596
Public Assistance	406-444-1788
Public Health	406-444-4542

Radiographic Registration	406-444-2037
Senior & Long-term Care	800-332-2272
Senior Legal Assistance	406-444-7783
Sexually Transmitted Disease	406-444-3565
Smoking Cessation & Prevention	406-444-9617
Speech & Hearing Impaired Services	800-833-8503
State Health Insurance Program (SHIP)	406-444-7870
State Hospital (Warm Springs)	406-693-7000
STD/HIV Treatment & Prevention	406-444-3565
Telecommunications Access	406-444-1486
	800-833-8503
Temporary Assistance for Needy Families (TANF)	406-444-1788
Tobacco Use Prevention	406-444-9617
Tumor Registry	406-444-6786
Veterans Home (Columbia Falls)	406-892-3256
Veterans Home (Glendive)	406-345-8855
	866-887-3684
Vital Records	406-444-4228
Vital Statistics	406-444-1756
Vocational Rehabilitation	406-444-2054
	877-296-1197
Water Quality Testing	406-444-2642
Weatherization	406-444-1788
Welfare	406-444-1788
WIC	406-444-5533
	800-433-4298
Work Readiness Component	406-444-1788
X-ray Registration	406-444-2037

DIRECTORY OF LOCAL OFFICES

For the convenience of all Montanans, about two-thirds of DPHHS employees work in field offices located in communities across the state. These offices include county Offices of Public Assistance, where residents can apply for cash assistance, food stamps, energy assistance, and Medicaid.

ANACONDA

Adult Protective Services	406-563-3448
Child Protective Services	406-563-7051
Community Residential Licensing	406-563-3448
Office of Public Assistance	406-563-3448

BAKER

Child Protective Services	406-778-3846
Office of Public Assistance	406-778-7120

BIG TIMBER

Child Protective Services	406-932-5267
Office of Public Assistance	406-932-5266

BILLINGS

Adult Protective Services	406-655-7640
Blind & Low Vision Services	406-248-4801
	888-279-7532
Child Protective Services	406-657-3120
Child Support Enforcement	406-655-5500
	800-346-5437
Community Residential Licensing	406-655-7621
Day Care Licensing	406-655-7632
	406-655-7633
Developmental Disability Services	406-259-8122
Mental Health Licensing	406-655-7624
Office of Public Assistance	406-237-0520
Senior & Long-term Care Community Services	406-655-7644
	406-655-7635

Vocational Rehabilitation	406-248-4801 888-279-7532
BOULDER	
Child Protective Services	406-225-4116
Montana Developmental Center	406-225-4411
BOZEMAN	
Adult Protective Services	406-522-2262 406-522-2267
Child Protective Services	406-585-9984
Day Care Licensing	406-522-2271
Developmental Disability Services	406-587-6066
Office of Public Assistance	406-582-3010
Senior & Long-term Care Community Services	406-586-4089
Vocational Rehabilitation	406-587-0601 877-296-1759
BROWNING	
Child Protective Services	406-338-5171
Office of Public Assistance	406-338-5131
BUTTE	
Adult Protective Services	406-496-4950
Blind & Low Vision Services	406-496-4925 888-279-7531
Child Protective Services	406-496-4950
Child Support Enforcement	406-497-6600 800-346-5437
Day Care Licensing	406-444-3074
Developmental Disability Services	406-496-4922
Montana Chemical Dependency Center	406-496-5400
Office of Public Assistance	406-496-4900
Senior & Long-term Care Community Services	406-496-4989
Vocational Rehabilitation	406-496-4925 888-279-7531
CHESTER	
Child Protective Services	406-424-8385

CHOTEAU

Child Protective Services
Office of Public Assistance

406-466-5592
406-466-5721

COLSTRIP

Child Protective Services

406-748-3622

COLUMBIA FALLS

Montana Veterans Home

406-892-3256

COLUMBUS

Adult Protective Services
Child Protective Services
Office of Public Assistance

406-322-4821
406-322-4821
406-322-5331

CONRAD

Adult Protective Services
Child Protective Services
Office of Public Assistance

406-278-5142
406-278-5142
406-271-4020

CUT BANK

Child Protective Services
Office of Public Assistance

406-873-5534
406-873-4113

DEER LODGE

Child Protective Services
Office of Public Assistance

406-846-9613
406-846-3680

DILLON

Child Protective Services
Office of Public Assistance

406-683-3793
406-683-3773

EUREKA

Child Protective Services
Office of Public Assistance

406-293-3757
406-293-3791

FORSYTH

Child Protective Services
Office of Public Assistance

406-346-7918
406-346-2563

FORT BENTON

Child Protective Services	406-622-5414
Office of Public Assistance	406-622-5432
	406-622-5433

GLASGOW

Adult Protective Services	406-228-2108
Child Protective Services	406-228-2108
Developmental Disability Services	406-228-8264
Office of Public Assistance	406-228-4022

GLENDIVE

Adult Protective Services	406-377-1192
Child Protective Services	406-377-4963
Eastern Montana Veterans Home	406-345-8855
Office of Public Assistance	406-377-4314
Senior & Long-term Care Community Services	406-377-6252

GREAT FALLS

Adult Protective Services	406-268-7960
	406-268-7961
	406-268-7962
	406-268-7963
Blind & Low Vision Services	406-454-6060
	888-279-7527
Child Protective Services	406-727-7746
Child Support Enforcement	406-727-7449
	800-346-5437
Community Residential Licensing	406-268-3776
Day Care Licensing	406-268-3777
Developmental Disabilities Services	406-454-6085
Office of Public Assistance	406-454-5640
Senior & Long-term Care Community Services	406-453-8902
	406-453-8975
Vocational Rehabilitation	406-454-6060
	888-279-7527

HAMILTON

Adult Protective Services	406-363-1633
	406-363-1543

Child Protective Services	406-363-1961
Office of Public Assistance	406-363-1944
Vocational Rehabilitation	406-375-0203
HARDIN	
Adult Protective Services	406-665-8735
Child Protective Services	406-665-9840
Office of Public Assistance	406-665-8700
HARLEM	
Office of Public Assistance	406-353-4269
HARLOWTON	
Child Protective Services	406-632-4895
Office of Public Assistance	406-632-4895
HAVRE	
Adult Protective Services	406-262-2868
Child Protective Services	406-265-1233
Day Care Licensing	406-262-9790
Office of Public Assistance	406-265-4348
Vocational Rehabilitation	406-265-6933
	877-296-1294
HELENA	
Adult Protective Services	406-444-5987
	406-444-1312
	406-444-1348
Child Protective Services	406-444-2030
Child Support Enforcement	406-444-9855
	800-346-5437
Day Care Licensing	406-444-1954
	406-444-3074
Developmental Disability Services	406-444-1714
Office of Public Assistance	406-444-1700
Senior & Long-term Care Community Services	406-444-1707
Vocational Rehabilitation	406-444-1710
	877-296-1757

KALISPELL

Adult Protective Services	406-751-5968
	406-755-6491
	406-755-6493
Child Protective Services	406-751-5950
Day Care Licensing	406-751-5962
	406-751-5932
Developmental Disability Services	406-751-5930
Office of Public Assistance	406-751-5900
Senior & Long-term Care Community Services	406-755-5420
Vocational Rehabilitation	406-751-5940
	877-296-1760

LAME DEER

Office of Public Assistance	406-477-6251
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LEWISTOWN

Adult Protective Services	406-538-3779
Child Protective Services	406-538-7731
Mental Health Nursing Care Center	406-538-7451
Office of Public Assistance	406-538-7468

LIBBY

Adult Protective Services	406-293-3757
Asbestos Screening & Surveillance	406-293-5060
Child Protective Services	406-293-3757
Office of Public Assistance	406-293-3791

LIVINGSTON

Adult Protective Services	406-222-7402
Child Protective Services	406-222-7402
Office of Public Assistance	406-222-8000

MALTA

Child Protective Services	406-654-2252
Office of Public Assistance	406-654-2252

MILES CITY

Adult Protective Services	406-234-1867
	406-234-0225

Child Protective Services	406-232-1385
Community Residential Licensing	406-234-5976
Day Care Licensing	406-234-4581
Developmental Disability Services	406-232-2595
Office of Public Assistance	406-874-3334
Vocational Rehabilitation	406-232-0583
	877-296-1198

MISSOULA

Adult Protective Services	406-444-1308
	406-444-1311
	406-329-1315
Blind & Low Vision Services	406-329-5400
	888-279-7528
Child Protective Services	406-523-4100
Child Support Enforcement	406-329-7910
	800-346-5437
Community Residential Licensing	406-329-1592
Day Care Licensing	406-329-1589
	406-329-1590
Developmental Disability Services	406-329-5425
Office of Public Assistance	406-329-1200
Senior & Long-term Care Community Services	406-329-1310
	406-329-1312
Vocational Rehabilitation	406-329-5400
	888-279-7528

PHILIPSBURG

Human & Community Services	406-496-4900
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PLENTYWOOD

Child Protective Services	406-765-1770
Office of Public Assistance	406-765-1370

POLSON

Adult Protective Services	406-883-7841
Child Protective Services	406-883-3828
Office of Public Assistance	406-883-7820

RED LODGE

Adult Protective Services	406-446-4692
Child Protective Services	406-446-3729
Office of Public Assistance	406-446-1302

ROUNDUP

Child Protective Services	406-323-2107
Office of Public Assistance	406-323-2101

RYEGATE

Office of Public Assistance	406-568-2231
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SHELBY

Child Protective Services	406-424-8385
Office of Public Assistance	406-424-8380

SIDNEY

Child Protective Services	406-433-1903
Office of Public Assistance	406-433-2282

STANFORD

Office of Public Assistance	406-566-2499
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SUPERIOR

Child Protective Services	406-822-4809
Office of Public Assistance	406-822-4551

TERRY

Office of Public Assistance	406-635-2133
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THOMPSON FALLS

Child Protective Services	406-827-4317
Office of Public Assistance	406-827-4395

TOWNSEND

Child Protective Services	406-444-2030
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TWIN BRIDGES

Child Protective Services	406-683-3793
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VIRGINIA CITY

Office of Public Assistance

1-866-550-2809

WARM SPRINGS

Montana State Hospital

406-693-7000

Vocational Rehabilitation

406-693-7158

877-296-1724

WHITE SULPHUR SPRINGS

Office of Public Assistance

406-547-3752

WOLF POINT

Child Protective Services

406-653-3520

Office of Public Assistance

406-653-1210



The former administration building on the campus of the Montana Developmental Center in Boulder was designed in the mid-1890s and listed on the National Register for Historic Places in 1985. For safety reasons, the historic building is no longer in use.

TOLL-FREE DEPARTMENT HOTLINES

AGING SERVICES HOTLINE

To learn about services available in the community for low-income Montanans who are 60 or older

800-551-3191

BIG SKY Rx HOTLINE

To get help paying the monthly premium for Medicare Part D prescription drug plans

866-369-1233

CHILD ABUSE HOTLINE

To report suspected cases of child abuse, neglect, or abandonment

866-820-KIDS or 866-820-5437

CHILD SUPPORT HOTLINE

To get information about child support payments

800-346-KIDS or 800-346-5437

CHIP FAMILY HEALTH LINE

To learn more about the Children's Health Insurance Plan (CHIP), a low-cost private health insurance plan for eligible uninsured Montana children up to age 19

877-543-7669

ELDER ABUSE HOTLINE

To report suspected cases of abuse, neglect, or exploitation of elderly Montanans

800-551-3191

HEALTH INSURANCE ASSISTANCE HOTLINE

For recipients of Medicaid, Medicare, and long-term-care insurance to get free counseling about their health benefits

800-551-3191

HOME HEALTH CARE HOTLINE

To make a complaint about the quality of services offered by a home-health care agency

800-762-4618

MEDICAID FRAUD HOTLINE

To report suspected cases of fraud involving Medicaid dollars

800-376-1115

MEDICAID HELP LINE

For Medicaid clients with questions about their benefits

800-362-8312

MEDICAID PROVIDER HOTLINE

For health-care providers who have questions about Medicaid issues such as billing, reimbursement, and program coverage

800-624-3958

TELECOMMUNICATIONS ACCESS HOTLINE

To get special equipment for Montanans who are deaf or have a speech or hearing impairment that makes it hard for them to use a standard telephone

800-624-3958

TOBACCO QUIT LINE

To get free and personalized counseling and self-help materials, as well as free nicotine replacement therapy

866-485-QUIT

(866-485-7848)

WIC HOTLINE

To get information about food and nutrition benefits offered through the Special Supplemental Nutrition Program for Woman, Infants and Children

800-433-4298

GUIDE TO DEPARTMENT ACRONYMS

AMDD	Addictive & Mental Disorders Division
APS	Adult Protective Services
BFSD	Business & Financial Services Division
BRFSS	Behavioral Risk Factor Surveillance System <i>(Annual nationwide survey that is the primary source of state and national information about health-related behaviors)</i>
CFSD	Child & Family Services Division
CHIP	Children's Health Insurance Plan
CI	Centralized Intake <i>(Process for taking reports of child abuse and neglect)</i>
CMS	U.S. Centers for Medicare and Medicaid
CPS	Child Protective Services
CSED	Child Support Enforcement Division
DPHHS	Department of Public Health & Human Services
DDP	Developmental Disabilities Program
DDS	Disability Determination Services
DSD	Disability Services Division
FICMR	Fetal, Infant & Child Mortality Review
HAN	Health Alert Network <i>(A system for rapidly exchanging public health information among professionals)</i>

HCSD	Human & Community Services Division
HIFA	Health Insurance Flexibility & Accountability <i>(Medicaid waiver designed to encourage states to explore ways to expand private and/or public health-care coverage through creative proposals)</i>
HIPAA	Health Information Portability & Accountability Act <i>(Federal law requiring confidentiality of individuals' health information)</i>
HRD	Health Resources Division
IHS	Indian Health Services
KMA	Kids Management Authority <i>(A system used to deliver comprehensive and cohesive care for children with serious emotional disorders and their families)</i>
LIEAP	Low Income Energy Assistance Program
MCDC	Montana Chemical Dependency Center
MDC	Montana Developmental Center
MHNCC	Montana Health Nursing Care Center
MIAMI	Montana's Initiative for the Abatement of Mortality in Infants
MSH	Montana State Hospital
MTAP	Montana Telecommunications Access Program
MTUPP	Montana Tobacco Use Prevention Program
OPCA	Office of Planning, Coordination & Analysis
PHSD	Public Health & Safety Division

PRC	Prevention Resource Center <i>(Program aimed at helping Montana communities with comprehensive prevention efforts focusing in areas of substance abuse, child and family safety, violence, and crime)</i>
QAD	Quality Assurance Division
SAA	Service Area Authorities <i>(A system for delivering public mental health care that allows the consumer to have a greater voice in his or her treatment)</i>
SED	Seriously Emotionally Disturbed
SHIP	State Health Insurance Program
SLTC	Senior & Long Term Care Division
SNS	Strategic National Stockpile <i>(Federal source of vaccines and other critical pharmaceutical supplies in the event of a public health disaster)</i>
SSI	Supplemental Security Income
STD	Sexually Transmitted Disease
TANF	Temporary Assistance for Needy Families <i>(Cash assistance program for low-income families and children)</i>
TSD	Technology Services Division
VR	Vocational Rehabilitation
WIC	Supplemental Nutrition for Women, Infants & Children
WoRC	Work Readiness Component <i>(Program providing employment and training services to individuals receiving TANF assistance)</i>

Alternative accessible formats of this document will be provided upon request. For further information, call 406-444-2596 or TDD 406-444-2590.

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